



THE COMMONWEALTH OF MASSACHUSETTS

DEPARTMENT OF INDUSTRIAL ACCIDENTS

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Director, Department of Labor and Workforce Development

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ADVISORY MEMORANDUM

TO: ALL MASSACHUSETTS'S APPROVED UR AGENTS

FROM: SANDRA BROWN RN BS, UR COORDINATOR, OFFICE OF HEALTH POLICY

DATE: AUGUST 14, 2003

RE: ONSITE REVIEWS

I am scheduling and conducting onsite reviews of all approved Massachusetts Workers' Compensation Utilization Review Agents. Many of you have asked about the review process so that you may prepare for the onsite review. The following is a brief overview: You will be notified at least thirty days prior to the chosen date for your onsite review. Once notified, you will send me a list of all cases (for all sites) for which you have conducted MA WC Utilization Review for a specified time period. This list should be specific to each site where MA WC UR is conducted. The information in this list must provide me with - name of the injured employee, date of injury, services being reviewed, and the resulting determination. I will also look also at the appeal determinations so please include and identify these determinations. I will chose from your list, cases that I will review and inform you of this ASAP.

As for the records themselves, I will be reviewing the date that each request was made, introductory letter (UR ID card if appropriate), the type of review, i.e. prospective, concurrent, retrospective, appeal etc., determination letter and date it was sent, to whom it was sent, summary of notes, comments, and /or communications, the guidelines and clinical rational for the determination, and if an internal guideline was used, a copy of the internal guideline (provide all past records for the cases under review back to the date of injury).

In addition we will review all policies and procedures regarding WC UR MA that you have described in your audit application. I will review training conducted for your employees including sign in sheets, Quality Assurance/Quality Management committee meetings etc., QA results, and credentialing verification of employees, consultants and subcontractors. I will observe staff as they use the procedures you have described in your audit application for conducting MA WC UR.

Feel free to contact Deborah Di Bella at 617-727-4900, x 425.

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